

Field	Description
Requirement ID	Unique identifier for the business requirement.
Feature Page	This is the applicable feature page.
Requirement Title	This is a short title of the requirement.
Requirement Description	This is the description of the business requirement.
User Story Statement	This is a short story statement that reflects a user focused unit of the development work required to achieve a specific business requirement. The format is As a user....I want...so that...
Acceptance Criteria	The set of conditions that must be met by the application for the requirement to be satisfied and accepted by the business. The format is Given/when/then
Priority	Requirement priority - High, Medium, Low
Additional Comment	Any additional comment
Date Provided	The date the requirement was provided
SME	The name and title of the SME for the requirement

Legend	
Grey	Definitions
Green	Business Requirements, QA, Usability Enhancements
Yellow	Reference Sheet

Business Requirements (Enhancement and fixes to existing Citizenship Tracker)										Technical review		
Requirement ID	Feature Page/section	Requirement Title	Requirement Description	User Story Statement	Acceptance Criteria	Priority	Additional Comment	Date Raised	SME	Data required from EDW?	Communication review Required?	Screenshot required?
ST_BRD_CIT_001	Details of your application status	Update details of your application status for minors applying under 5(2).	Update "Details of your application status" section business requirements to apply to minors applying under 5(2).	As a user (parent or legal guardian) applying with a minor (under 18), I want to ensure that the 'Language Skills', 'Physical Presence' and 'Citizenship test' status do not reflect in my minor's 'details of your application status' so that I have a better positive user experience knowing that the sections I see are applicable to my minor.	Given that the user has a minor in the application, when the "Details of your application status" is viewed for the minor, then do not show 'Language skills', 'Physical presence', and 'Citizenship test' status.	Medium	Background: Currently, minor's accounts show that all 6 sections apply to them, however some sections don't apply to them:	16-Sep-22	Alexandra Nedov	Yes	No	Yes
ST_BRD_CIT_002	Details of your application status	Update details of your application status for minors applying under 5(2) communication message.	Update "Details of your application status" section business requirements to apply to minors applying under 5(2).	As a user (parent or legal guardian) applying with a minor (under 18), I want to see a communication message in the 'citizenship ceremony' status of the "Details of your application status" that reflects "If the minor is under 14 at the time the final decision is made, they may be exempt from taking the Oath (attending the 'citizenship ceremony'))" so that I can have a better understanding of the expectation from my minor during the citizenship ceremony.	Given that the user has a minor in the application, when the 'citizenship ceremony' status of the "Details of your application status" is viewed for the minor, then show a communication message that reflects "If the minor is under 14 at the time the final decision is made, they may be exempt from taking the Oath (attending the 'citizenship ceremony'))".	Medium		06-Oct-22	Alexandra Nedov	Yes	Yes	Yes
ST_BRD_CIT_003	Details of your application status	Update details of your application status for minors applying under 5(1)	Update "Details of your application status" section business requirements to apply to minors applying under 5(1).	As a user (minor-under 18) applying without a Canadian parent, I want to ensure that the 'Language Skills' and 'Citizenship test' do not reflect in the "details of your application status" so that I have a better positive user experience knowing that the sections I see are applicable to me.	Given that the user is a minor, when the "Details of your application status" is viewed, then do not show 'Language skills' and 'Citizenship test' status.	Medium	Background: Currently, minor's accounts show that all 6 sections apply to them, however some sections don't apply to them:	16-Sep-22	Alexandra Nedov	Yes	No	Yes
ST_BRD_CIT_004	Details of your application status	Update details of your application status for minors applying under 5(1) communication message.	Update "Details of your application status" section business requirements to apply to minors applying under 5(1).	As a user (minor-under 18) applying without a Canadian parent, I want to see a communication message in the 'citizenship ceremony' status of the "Details of your application status" that reflects "If the minor is under 14 at the time the final decision is made, they may be exempt from taking the Oath (attending the 'citizenship ceremony'))" so that I can have a better understanding of the expectation from me during the citizenship ceremony.	Given that the user is a minor, when the 'citizenship ceremony' status of the "Details of your application status" is viewed, then show a communication message that reflects "If the minor is under 14 at the time the final decision is made, they may be exempt from taking the Oath (attending the 'citizenship ceremony'))".	Medium		06-Oct-22	Alexandra Nedov	Yes	Yes	Yes
ST_BRD_CIT_005	Your next steps, Application history, Details of your application status	Implement better handling for events that are set to "in progress" in GCMS- Citizenship Test	Citizenship Test' event set to "in progress" in GCMS to not show in the citizenship status tracker until it is set to "scheduled" in GCMS	<p>As a client, I want to see my 'Citizenship Test' event in the Citizenship status tracker only when it has been set to 'scheduled' in GCMS, so that I do not have a misinterpretation of the citizenship test event status and become anxious about my application.</p> <p>NB1: When a 'Test' event is set to 'scheduled' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to take the test. <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship test" status in Cit Tracker should stay displayed as "In progress". <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to take the test. <p>NB2: When a 'Test' event is set to 'In Progress' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship test" status in CIT Tracker should stay displayed as "In Progress". <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	<p>Acceptance Criteria 1:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Citizenship Test' event, When the 'Test' event status is set to 'scheduled' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker.</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to take the test. <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship test" status in Cit Tracker should stay displayed as "In progress". <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to take the test. <p>Acceptance Criteria 2:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Citizenship Test' event, When a 'Test' event is set to 'In Progress' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship test" status in CIT Tracker should stay displayed as "In progress". <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	High	Background: Currently 'Test', events that are created in GCMS and set to 'in progress' appear in Cit Tracker. Only 'Test' events set to 'scheduled' should be seen by clients. NB: The fact that an event was created does not mean that an event have been scheduled. It seems that some work was done for the 'test' event in the past by Accenture but this should be validated.		Alexandra Nedov	No	No	Yes

ST_BRD_CIT_006	Your next steps, Application history, Details of your application status	Implement better handling for events that are set to "in progress" in GCMS - Citizenship Ceremony	Citizenship Ceremony' event set to "in progress" in GCMS to not show in the citizenship status tracker until it is set to "scheduled" in GCMS	<p>As a client, I want to see my 'Citizenship Ceremony' event in the Citizenship status tracker only when it has been set to 'scheduled' in GCMS, so that I do not have a misinterpretation of the citizenship ceremony event status and become anxious about my application.</p> <p>NB1: When a 'Citizenship Ceremony' event is set to 'scheduled' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a citizenship ceremony. <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship Ceremony" status in Cit Tracker should change from 'Not Started' to "In progress". <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a citizenship ceremony. <p>NB2: When a 'Citizenship Ceremony' event is set to 'In Progress' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship Ceremony" status in CIT Tracker should be displayed as "Not started". <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	<p>Acceptance Criteria 1:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Citizenship Ceremony' event, When the 'Citizenship Ceremony' event status is set to 'scheduled' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker.</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a citizenship ceremony. <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship Ceremony" status in Cit Tracker should change from 'Not Started' to "In progress". <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a citizenship ceremony. <p>Acceptance Criteria 2:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Citizenship Ceremony' event, When a 'Citizenship Ceremony' event is set to 'In Progress' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">• "Citizenship Ceremony" status in CIT Tracker should be displayed as "Not started". <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	High	<p>Background:</p> <p>Currently 'Ceremony' events that are created in GCMS and set to 'in progress' appear in Cit Tracker. Only 'Ceremony' events set to 'scheduled' should be seen by clients.</p> <p>NB: The fact that an application is opened does not mean that an event have been scheduled. The 'Citizenship Ceremony' event status should only show as 'in progress' in the citizenship status tracker once an officer has scheduled the event in GCMS.</p>	Alexandra Nedov	No	No	Yes
ST_BRD_CIT_007	Your next steps, Application history	Implement better handling for events that are set to "in progress" in GCMS - Interview	Interview' event set to "in progress" in GCMS to not show in the citizenship status tracker until it is set to "scheduled" in GCMS	<p>tracker only when it has been set to 'scheduled' in GCMS, so that I do not have a misinterpretation of the citizenship ceremony event status and become anxious about my application.</p> <p>NB1: When an 'Interview' event is set to 'scheduled' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend an interview. <p>Details of your application:</p> <ul style="list-style-type: none">• N/A <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend an interview. <p>NB2: When an 'Interview' event is set to 'In Progress' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">• N/A". <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	<p>Acceptance Criteria 1:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Interview' event, When the 'Interview' event status is set to 'scheduled' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker.</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend an interview. <p>Details of your application:</p> <ul style="list-style-type: none">• N/A. <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend an interview. <p>Acceptance Criteria 2:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Interview' event, When a 'Interview' event is set to 'In Progress' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">•N/A. <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	High	<p>Background:</p> <p>Currently 'Interview', events that are created in GCMS and set to 'in progress' appear in Cit Tracker. Only 'Interview' events set to 'scheduled' should be seen by clients.</p> <p>NB: The fact that an event was created does not mean that an event have been scheduled. 'Interview' event status should only show up in the citizenship status tracker once an officer has scheduled the event in GCMS.</p>	Alexandra Nedov	No	No	Yes
ST_BRD_CIT_008	Your next steps, Application history	Implement better handling for events that are set to "in progress" in GCMS - Hearing	Hearing' event set to "in progress" in GCMS to not show in the citizenship status tracker until it is set to "scheduled" in GCMS	<p>tracker only when it has been set to 'scheduled' in GCMS, so that I do not have a misinterpretation of the citizenship ceremony event status and become anxious about my application.</p> <p>NB1: When a 'Hearing' event is set to 'scheduled' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a hearing. <p>Details of your application:</p> <ul style="list-style-type: none">• N/A <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a hearing. <p>NB2: When a 'Hearing' event is set to 'In Progress' in GCMS, the data within the respective sections of CIT status tracker should be displayed as:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">•N/A. <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	<p>Acceptance Criteria 1:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Hearing' event, When the 'Hearing' event status is set to 'scheduled' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker.</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a hearing. <p>Details of your application:</p> <ul style="list-style-type: none">• N/A. <p>Application History:</p> <ul style="list-style-type: none">• message should appear that they were invited to attend a hearing. <p>Acceptance Criteria 2:</p> <p>Given that clients will want to have a clear interpretation of the status of the 'Hearing' event, When a 'Hearing' event is set to 'In Progress' in GCMS, then reflect the data as (see bullet points below) in the respective section of the CIT status tracker:</p> <p>Your Next Steps:</p> <ul style="list-style-type: none">• N/A (There should be no message) <p>Details of your application:</p> <ul style="list-style-type: none">•N/A. <p>Application History:</p> <ul style="list-style-type: none">• N/A (There should be no message)	High	<p>Background:</p> <p>Currently 'hearing', events that are created in GCMS and set to 'in progress' appear in Cit Tracker. Only 'hearing' events set to 'scheduled' should be seen by clients.</p> <p>NB: The fact that an event was created does not mean that an event have been scheduled. The 'hearing' event status should only show up in the citizenship status tracker once an officer has scheduled the event in GCMS.</p>	Alexandra Nedov	No	No	Yes

ST_BRD_CIT_009	Your next steps	Update business rules for cancelled events - Your next steps section	Update business rules for cancelled events - Your next steps section	As a client, I want to ensure that I no longer see cancelled events in "your next steps" section of the citizenship status tracker so that I have a clear understanding of what the next steps of my application should be. NB: Even if an event is cancelled, that does not mean the application status of the event will be changed to cancelled. It will show as 'in progress' within the "Details of your application status". The only thing that will change is that in the application history section, a client will see when an event is cancelled.	Given that clients will want to have a clear understanding of the next steps of their application, when "your next steps" section is viewed, then do not show cancelled events.	High	Background: Currently, there are no business rules on how to deal with events that have been cancelled. Cancelled events continue to appear in Cit Tracker even after they've been cancelled.	16-Sep-22	Alexandra Nedov	No	Yes	Yes
ST_BRD_CIT_010	Application history	Update business rules for cancelled events - Application history section	Update business rules for cancelled events - Application history section	As a client, I want to see cancelled events in the "Application history" section of the citizenship status tracker so that I can know that an event was cancelled and I can see the instruction to wait for a new invite.	Given that clients will want to see a history of activities for their application, when an event is cancelled and the "Application history" section is viewed, then the client should see that an event was cancelled, when the event was cancelled, and the instruction to wait for a new invite.	High	Background: Currently, there are no business rules on how to deal with events that have been cancelled. Cancelled events continue to appear in Cit Tracker even after they've been cancelled.	16-Sep-22	Alexandra Nedov	No	Yes	Yes
ST_BRD_CIT_011	Your next steps, Application history	Update the start and end time of the citizenship test events to account for time change zone	Update the start and end time of the online citizenship test events (to account for time change zone)- similar to the online citizenship test:	As a client, I want to see the accurate start and end time (time specified in GCMS) for my online citizenship test event in the citizenship status tracker (taking into consideration my time zone), so that I can ensure I take my test within the acceptable time period. NB: The data should be reflected in 'Your next steps' and 'Application history'.	Given that clients refer to the CIT status tracker to know the time expectation for taking their online citizenship test event, when the 'Citizenship Test' event status is viewed, then ensure that the start and end time for the test shown in the CIT status tracker corresponds to the accurate time (time specified in GCMS) irrespective of the time zone of the client.	Medium	 information that it pulls from GCMS. Please refer to screenshot. In that example, if the test was scheduled to end at 11:59pmEST on Feb 20, 2022 in GCMS, but the client is in PST zone, the Tracker will show that they have until Feb 21, 2022 (resulting from 11:59pm+3H) to complete the test. It only affects clients who are in Central, Mountain, or Pacific Time Zones, as the information pulled from GCMS is displayed in whichever time zone the IRCC user has their PC set to, but the Cit Tracker only displays information in Eastern time. The result is that because the Tracker does not show the time the client's testing window ends (11:59pm EST), clients from the three time zones above who check their testing window in the Tracker, will see that it displays that their testing window ends the next day, because of the spill over to after midnight. This is inconsistent with their invitation, which is always listed in EST. CPPB had worked with Alan Li (EDW) when they were building the logic for the online test, because the same thing was happening, although in CPPB's case was being displayed in our internal reports, instead of a client facing tool.	16-Sep-22	Alexandra Nedov	No	Yes	No
ST_BRD_CIT_012	Your next steps	Update language text for CIT tracker	Update text in "Your next steps" to add clarification that "Citizenship test" in 'Details of your application' section will still show as "in-progress" even after the test has been completed until it has been reviewed/confirmed by IRCC.	As a client, I want to see an added clarification to "my next steps" in the citizenship status tracker that states "Citizenship test will still show as 'in progress' even after the test has been completed until it has been reviewed/confirmed by IRCC" so that I can have a better understanding of the details that I see in the tracker.	Given that clients refer to the status tracker to know the next steps after completing the online citizenship test, when "my next steps" is viewed in the tracker, then the text should include "Citizenship test will still show as 'in progress' even after the test has been completed until it has been reviewed/confirmed by IRCC"	Medium	 16-Sep-22	Alexandra Nedov	No	Yes	No	
ST_BRD_CIT_013	Application history	Update Activity status for clients that have completed their citizenship oath - communication message	Update Activity status for clients that have completed their citizenship oath - communication message	As a client, I want to see a communication message in the 'activity status update: citizenship oath' of the "Application history" section that reflects "Congratulations! You are now a Canadian citizen as of [Oath Date]" so that I do not have a misinterpretation of the date I became a Canadian citizen. NB: The Oath date in the communication message should be mapped to GCMS "CIT Effective Date". 	Given that clients refer to the status tracker to know when their citizenship oath status is completed, when "Application history" is viewed in the tracker, then the text should include "Congratulations! You are now a Canadian citizen as of [Oath Date]"	High	Application history  Background: For those who have had their ceremony, the history says when the oath was scheduled for and then when the activity status was updated. Example (see screenshot): For the case above, the person actually became Canadian on the date of the oath (Oct 6), but the activity was only updated the day after (Oct 7). This could cause confusion for the client in terms of the date when they became Canadian (they could wonder if their citizenship date is oct 6 or oct 7). Should we add a bullet in the top portion to say something like "Congratulations! You are now a Canadian citizen as of October 6, 2022."	11-Oct-22	Myreille Besner	No	Yes	No

Business Requirements-QA (Enhancement and fixes to existing Citizenship Tracker)									
Requirement ID	Feature Page/section	Requirement Title	Requirement Description	User Story Statement	Acceptance Criteria	Priority	Additional Comment	Date Raised	SME
ST_BRD_QA_CIT_001		Overall review of business rules	<div>Carry out an overall review/QA of business rules for the CIT tracker.</div> <div>In link below is a report I did in January flagging the discrepancies in what Cit Tracker displays https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=II&objaction=overview&objid=445084562</div>	This is like an overall QA to ensure that the data is consistent. It is not a user story. Consistent QA needs to be done		High		16-Sep-22	Alexandra Nedov

Business Requirements- Usability (Enhancement and fixes to existing Citizenship Tracker)									
Requirement ID	Feature Page/section	Requirement Title	Requirement Description	User Story Statement	Acceptance Criteria	Priority	Additional Comment	Date Raised	SME
ST_BRD_UE_CIT_001	Details of your application status	Improve the display of the meaning of each status	Implement a more efficient way to display the meaning of each status, without redirecting the client to a different website and have them click on drop down menus to find what they need to find out.	As a client, I want a more efficient way of displaying the meaning of each status in the citizenship status tracker that will not involve redirecting me to a different website or/and require me to click on drop down menus to learn more about each status of my application so that I can have a better client experience.	Given that clients often need to understand more about the meaning of each status in the citizenship application tracker, when the meaning of each status is viewed, then do not redirect the client to a different website or ask that they click on drop down menus to learn more.	Medium		16-Sep-22	Alexandra Nedov
ST_BRD_UE_CIT_002	Sign in Page Register Page	Implement a better layout for the status tracker (sign in versus register page)	Implement a better layout for the status tracker (sign in versus register page)	As a client, I want a more efficient way (layout) of displaying the sign in page versus the register page so that I can be able to have a better readability, understanding, and better user experience for the applications status tracker.	Given that clients often need to have a better understanding of when they are required to sign in versus register for the citizenship application tracker, when the sign in page or the register page is viewed, then display the page in a better layout.			14-Oct-22	Yang Gao

Options	Descriptions
High	High Priority
Medium	Moderate Priority
Low	Low Priority